

COMPLAINTS PROCEDURE FOR THE
VETERANS' AND PEOPLE'S PARTY
(VAPP)



Created by	Date	Reviewed by	Date	Action
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THIS POLICY IS TO BE RENEWED ANNUALLY, HOWEVER REVISION SHOULD BE KEPT IN MIND FOLLOWING ANY MAJOR ISSUE WHERE ISSUES WITH THE POLICY ARISE.

YEAR	REVIEWED BY	ANY REVISIONS Y/N	DATE
2018			

Complaints Procedure for the Veterans' and People's Party.

Introduction

The Veterans' and People's Party aim to be the most accountable and transparent party within UK politics. To this end we have published this guidance to assist anyone wishing to make a complaint or indeed are dealing with a complaint that has been made against the Veterans' and People's Party or its' supporters, members, volunteers or elected members. If you have a complaint we wish to hear about it and we will do our best to put it right.

Our complaints procedure has the following goals:

- to deal with complaints fairly, effectively and efficiently;
- to ensure all complaints are handled in a consistent manner;
- to resolve complaints in a timely manner to prevent them escalating;
- to use complaints constructively to improve the Party.

Complaints are something that we aim to resolve through conversation, discussion and better understanding. Should you wish to bring a more formal action against something you believe is criminal or potentially grounds for revoking of membership, then you should not use this procedure as it is not intended to be a substitute for the following:

- A criminal investigation: should you wish to complain about the commission of a criminal offence you should contact the police.
- The formal disciplinary process of the Party: if the actions that you are complaining of involve any of the grounds by which the membership of a Party member may be revoked, then you should consider making a formal complaint under the membership rules. If you are in any doubt, then you should contact the Complaints Department at Headquarters.
- Complaints against your elected members regarding constituency of casework issues please contact the Complaints Department at Headquarters for advice.

If you are a member of staff and wish to raise a concern in confidence, and you not feel this can be trusted to your line manager, then you should follow the Whistleblowing Policy.

If, however, you have a complaint or grievance that does not fall into any of the above categories, you should follow the guidance in this document.

If you are in any doubt, please contact the Complaints Department by email to complaints@ukvpp.org or you can use the complaints form on our website found at <http://www.ukvpp.org/complaints/>

Before you make a complaint, and to assist you decide the most appropriate process here are some definitions:

- **Complaints:** When somebody complains they are saying that they have personally been poorly treated. The complainant is seeking redress or justice for themselves. The person making the complaint therefore has a vested interest in the outcome of the complaint and, for this reason, is expected to be able to validate their case.
- **Whistle blowing:** When someone blows the whistle they are raising a concern about a danger or illegality that affects others. The person blowing the whistle is usually not directly nor personally affected by the danger or illegality. The whistleblower rarely has a personal agenda or interest in the outcome of any investigation into their concern they are simply trying to alert others. He or she is a messenger raising a concern so others can address it.

For further details on whistle blowing, see our whistle blowing policy.

Who are the Veterans' and People's Party?

The Veterans' and People's Party (the Party) exists to build and safeguard a free and open society in which we seek to balance the fundamental values of liberty, equality and community, and in which no one should be enslaved by poverty, ignorance or conformity. We champion the freedom, dignity and well being of individuals, we acknowledge and respect their right to freedom of conscience and their right to develop their talents to the full.

We aim to work in partnership with the British public, disperse power, to foster diversity and nurture creativity. We believe the role of the State is to enable all citizens to retain these ideals, to contribute fully to their communities, and play an active role in the decisions affecting their lives, including and not limited to contributing to and suggesting changes to political policy and issues facing the country.

To that end we will listen to the public, consult them on policy and their concerns, speak for them and seek change where there are issues of injustice, challenging where necessary political tradition, intransigence, short-termism and elitism.

Who can use this guide?

- Any member of the public
- Any member of the party

What people should expect from the Party member or employee?

You have the right to be treated fairly, equally and with respect and dignity.

Types of situations we investigate:

- Disputes between members of the party and all its employees or complaints about them
- Misconduct such as abuse of colleagues or the public
- Conduct which has brought or is likely to bring the Party into disrepute, such as standing against the Party in an election, or where a member displays a fundamental disagreement with the aims and objectives of the party - although consideration should be given to using the formal disciplinary process in these cases
- Breach of the electoral law.

This is not an exhaustive list. We cannot investigate if the complaint concerns someone who is not a member of the Party or an employee. If alleged criminal conduct is the subject of the complaint that the police should be contacted.

Before making a complaint to the Party:

- Check the person you wish to complain about is a member of the party or an employee. If you are unsure please contact the local Party Chair.
- Be clear on what you are complaining about and what resolution you seek.

Making a complaint to the Party:

The Party aims to resolve complaints as soon as possible.

Informal process:

Many complaints can be resolved informally. In the first instance every effort should be made to resolve the complaint locally through the Chair of the relevant Party organisation e.g. the local Party, Council group, Assembly group or the Parliamentary Party group.

Contact details can be found on our website. If you are unsure of who to contact please contact our Complaints Department who will provide you with the details. If you feel able, speak to them and they will try to resolve the matter.

If the complaint is about an employee please contact Human Resources Department CONFIDENTIAL, Veterans and People's Party, 20 to 24 Wenlock Road, London, N1 7GU or E-mail: organisation@ukvpp.org They will be able to direct your complaint to the relevant manager.

When making contact with the Party:

If you use the complaints form on the website, please make a note of the time and date you send your complaint.

If you make contact via a letter, please make a note of who you sent it to and the date posted. Sending via recorded delivery may be beneficial to ensuring it is receipt.

If you make contact in person or by phone, please make a note of the name of the person you speak to. If a solution is offered at this point, please make a note of this also.

Formal process;

If you are unsatisfied with the response or do not wish an informal solution, you may pursue a formal complaint.

Report the incident in writing stating Formal Process using either the complaints form available on our website, which asks for information we need in order to investigate the complaint and gives us permission to show it to the person in question, or write direct to our Complaints Department at our Head Office address, alternatively you may email us at Complaints@ukvpp.org

Send the completed form to either the local or regional Chair, or the Complaints Department. If you are unsure of who to contact, please contact the Complaints Department at who will be able to give you the contact details of the local or regional Chair if applicable.

Whilst we take complaints seriously and review all complaints once complete in order to assist us improve our service and procedures, it is important to note that resolution does not always mean that all parties will be happy with the decision.

Each complaint we receive is treated on its' own merit.

Our process will involve:

- An initial assessment of the allegation or complaint,
- Where necessary, an investigation of the allegation or complaint,
- Where necessary, a hearing or meeting to reach a decision and formulate actions.

Where the Party feels no further investigation is required, the results will be set out in writing either in an email or letter to you. If your complaint is to be investigated, you may need to provide further evidence in order for the Party to reach a decision.

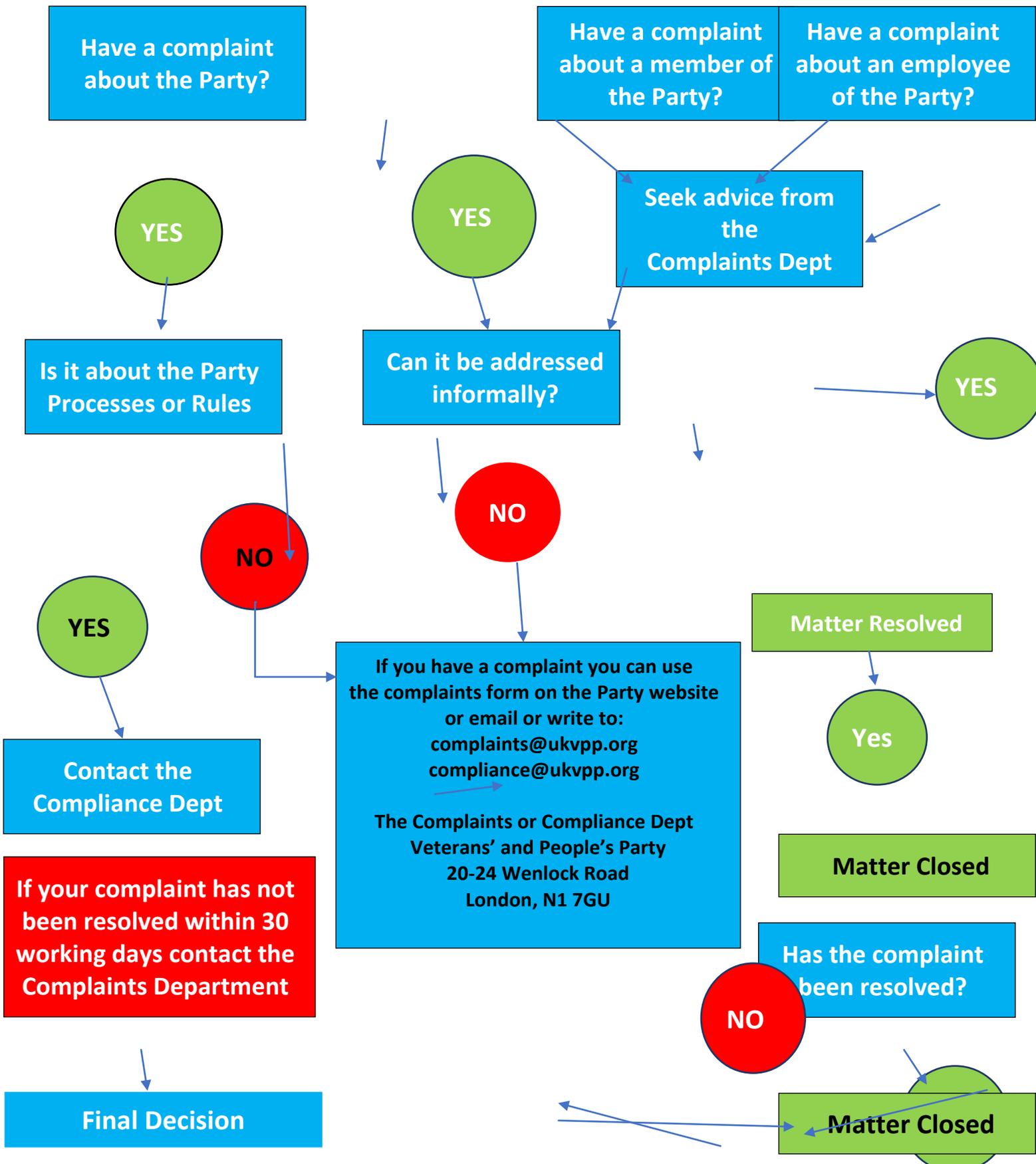
PLEASE NOTE: The Party will not usually investigate a complaint that relates to an incident that is more than 12 months old, except in exceptional circumstances as decided by the board.

We aim to acknowledge receipt of your complaint within 14 working days and we aim to resolve your complaint within 30 days. This may not always be possible due to circumstances beyond our control.

Useful information:

Useful website for victims of sexual assault: <http://www.mydecision.co.uk>

Flowchart For The Complaints Procedure – This Is Not For The Whistleblowing Procedure



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